

# Department of the Navy Travel Card Initiatives

GSA SmartPay Conference  
August 2002

# ASN (FM&C) Mailing

- Letter mailed to Navy and Marine Corps cardholders
  - 60 or more days delinquent
  - As of the April 2002 cycle
  - Provided FMO points of contact for questions or comments
  - Postage type selected returned undeliverable mail to FMO
    - Over 13% of the total mailing had inaccurate addresses
    - Letters with forwarding addresses returned to FMO
      - Cardholder addresses updated in EAGLS
      - Letters re-sent to the forwarding address

# Mailing Results

- Results from letter to Navy cardholders 60+ days delinquent in April 2002
  - By June, 2002, cardholders still 60+ days delinquent decreased 49.5%
  - By July, 2002, cardholders still 60+ days delinquent decreased for a total of 72%
- APCs must keep cardholder addresses up to date in EAGLS

# Program Improvements - Cardholder Guide

- Created cardholder responsibility guide
  - Insert in August 2002 statement mailing
  - Lists do's and don'ts for proper use of the travel card
  - Includes reminders
    - To pay charges by the due date
    - Timely payment will prevent card cancellation

# Program Improvements - Training

- APC conferences scheduled regularly
  - Norfolk, May 2002
  - San Diego, November 2002
- Computer Based Training (CBT) under development
  - Modules for cardholders, APCs and commanding officers
- Presentations at prospective commanding officers classes

# USMC - Actions

- Implemented default split disbursement January 2002
- Compare EAGLS Account Listing and Delinquency raw data against personnel/pay system
  - Validate hierarchy, rank, and employment status
- Inspection checklists provided to Inspector General and the Marine Corps Administrative Analysis Team
  - Travel card is now part of the inspection process

# 16 Apr 02 ASN (FM&C) Memo to Major Commands

- Outlined DON travel card policy changes
  - Do not use travel card for PCS travel expenses
  - Do not use travel card for training/conference fees
  - APCs must be part of check-in/check-out process
    - Losing activity must deactivate cards for departing personnel
- Established a 4.0% delinquency metric
  - Stricter than OSD metric
- Major commands not meeting the metric must take the following remedial actions:

# ASN (FM&C) Memo to Major Commands - Continued

- Immediately deactivate all cards when travel is not scheduled
  - Reactivate 10 days prior to travel
  - Deactivate immediately upon return from travel
- Conduct spot checks to ensure all card activity is in conjunction with official travel
- Senior leaders brief the ASN(FM&C) on specific actions they are taking to reduce delinquency and meet the metric
- Copy of memo available on FMO web page
  - [www.fmo.navy.mil](http://www.fmo.navy.mil)

# Summary

- Results of ASN(FM&C) meetings with senior leadership:
  - Convey that travel card program success is a leadership issue
  - Recognition that APCs are integral part of the success
    - APCs must provide appropriate program data to assist their leadership